Goal=Each manager will improve their ability to define and set appropriate goals and how to utilize goal setting as a framework for true accountability that is embraced by his or her team.

- Why Goals setting is important
- SMARTA System
- Goal Types
- Action Steps
- Action Steps vs. Goals (what's the difference and why it's important)
- Method of goal setting and review to ensure "influential accountability"

Group Problem Solving-Solution based corrective actions

- First SMARTA Goals